



**CALIFORNIA DEPARTMENT OF CORRECTIONS & REHABILITATION
OFFICE OF WORKFORCE PLANNING
PAROLE AGENT III, ADULT PAROLE
WRITTEN EXAMINATION – APRIL 10, 2021
EXAMINATION PREPARATION TIPS AND SAMPLE QUESTIONS**

GENERAL INFORMATION

This orientation packet provides information specific to the 2021 Parole Agent III, Adult Parole written examination. You should review this information prior to participating in the examination.

The Parole Agent III, Adult Parole examination covers all of the essential knowledges, skills and abilities of the Parole Agent III, Adult Parole classification. This examination gives competitors the opportunity to demonstrate their competency and potential to perform in this classification. The study guide has been developed to help you respond to job related questions. The study guide consists of the following two sections:

- Tips for preparing for a Written Examination
- Sample questions for the Written Examination

GENERAL DESCRIPTION OF THE WRITTEN EXAMINATION

The **Written Examination** requires knowledge of principles, techniques, rules and regulations, and functions of the California Department of Corrections and Rehabilitation (CDCR). Therefore, it is recommended that you review the most updated CDCR Department Operations Manual (DOM), Memorandum of Understanding (MOU), and State of California Code of Regulations, Title 15, Crime Prevention and Corrections. The written test consists of **two** segments of multiple choice test items designed to assess the critical knowledges, skills and abilities required for successful on-the-job performance in the **Parole Agent III, Adult Parole** classification. Your final score will be based on the number of correct responses to the Multiple Choice Written Test.

GENERAL TIPS FOR PREPARING FOR YOUR PAROLE AGENT III, ADULT PAROLE EXAMINATION

- Review the Job Analysis for the Parole Agent III, Adult Parole examination. The most critical and frequently performed tasks are identified in the job analysis in addition to the knowledges, skills and/or abilities for the classifications. The job analysis can be found on the CDCR website at www.cdcr.ca.gov. From the home page click on **Careers**. Then under **Information for Job Seekers** click on **Job Analysis**. Click on Parole Agent III, Adult Parole then click on **Background Information and Information Gathering, Edited Tasks, and Edited Knowledge, Skills, and Abilities**. A hard copy can also be obtained by visiting the Office of Workforce Planning at 1515 "S" Street, Room 211-South, Sacramento.
- Review and study the State Personnel Board (SPB) job specification. This is the legal document for the classification and states how the classification is used in general, identifies the knowledges, skills and/or abilities required and lists any other pertinent classification information. The specification can be found on CalHR's website at www.jobs.ca.gov. Click on the **Career Planning** tab, click on **Classification Specifications** and type in **Parole Agent III, Adult Parole**.
- Find out how and where the classification is being used to broaden your understanding of the classification. Do so by talking to an incumbent(s) currently in the position and request copies of duty statements or individuals currently performing the duties of the classifications can provide you with insight of actual on-the-job tasks.
- Acquaint yourself with the State of California, Code of Regulations, Title 15, Crime Prevention and Corrections located on CDCR's website at www.cdcr.ca.gov. In the left hand corner, click the **About CDCR** tab. Under **About CDCR**, click on **Regulations and Policy**; click on **Adult Institutions, Programs, and Parole Regulations** and then click on **Code of Regulations, Title 15, Division 3, Chapter 1**.
- Acquaint yourself with the Department of Corrections and Rehabilitation's (CDCR) DOM located on CDCR's website at www.cdcr.ca.gov. In the left hand corner, click the **About CDCR** tab. Under **About CDCR**, click on **Adult Institutions, Programs, and Parole Regulations**; then click on **Department Operations Manual**.
- Acquaint yourself with California Department of Human Resources (CalHR) BU06 MOU located on CalHR's website at www.calhr.ca.gov. At the top of the screen, click on the **State Employees** tab. Under **Bargaining / Contracts listing**, click on **Bargaining Unit 6 – Corrections**.

WRITTEN EXAMINATION TIPS

- Listen to all of the instructions given by the proctors.
- Carefully read the written test instructions while the proctor reads them aloud.
- Read specific segment instructions carefully to ensure you are answering the question correctly.
- Read the question in its entirety before you look at the answers.
- Read all choices carefully before choosing your answer.
- Immediately eliminate answers you know are wrong.
- Enter all answers on the answer sheet with a number two pencil.
- Do not keep changing your answer; usually your first choice is the right one.
- Do not skip around from section to section. This may cause you to get confused and need additional time to finish.
- Do not spend too much time on questions that you are unable to answer. Move on and come back to those questions.

- Ensure the question you are answering corresponds to the number on your answer sheet.
- Pace yourself. Make sure you allow yourself time to get back to any unanswered questions.
- If you have a question, raise your hand and a proctor will assist you.
- Review your examination and ensure you answered all questions before turning in your test material.

There are many areas that are covered in this examination. The examination is a competitive process. While you are not expected to know everything, the more prepared you are, the more competitive you should be. Do your research and allow time for preparation. Good luck!

SAMPLE QUESTIONS

SEGMENT 1 – POLICIES AND PROCEDURES

The following is a brief description and examples of the critical performance areas measured by the examination. The critical performance areas are based on the knowledges, skills and abilities indicated on the examination bulletin and job specification.

This test segment is designed to measure your knowledge with departmental policies and procedures.

INSTRUCTIONS: Read the following excerpt and choose the one response that most appropriately answers the situation or topic covered.

Sample Question #1

What course of action should you take if an employee does not return to work after his/her Family Medical Leave Act (FMLA) has been exhausted?

- A. Attempt to contact the employee's significant other.
- B. Attempt to contact his/her clergy.
- C. Attempt to contact the medical provider.
- D. Attempt to contact the employee.

The correct answer is D, according to the Supervisor's Family Medical Leave Act Training Manual. If unsuccessful in contacting the employee, the supervisor should then:

- Inform the Personnel Specialist that the employee has failed to report.
- Contact the local Return to Work Coordinator.
- Contact the Office of Labor Relations and/or Office of Wellness for advice.

SEGMENT 2 – SUPERVISION

This test segment is designed to measure your ability to lead others as a supervisor.

INSTRUCTIONS: Choose one response that most appropriately answers the topic covered.

Sample Question #2

As a Parole Agent III, your clerical staff advises you that the Officer of the Day (OD) failed to report for duty. How should you handle the situation?

- A. Immediately initiate a welfare check on the missing agent.
- B. Instruct the clerical staff to handle the lobby traffic and initial Interviews.
- C. Check the Officer of the Day's schedule and arrange for office coverage.
- D. Instruct the clerical staff to leave the door locked until coverage is arranged.

The correct answer is C. As the Parole Agent III, you are responsible for implementing the Officer of the Day schedule, according to DOM Section 85030.9, states to ensure that operational needs of the unit are being met.